

WF-01 OM Workflow Inbox

Purpose

The purpose of this job aid is to review the SAP Business Workplace for Initiators.

Overview

As an Initiator you will have access to both an 'Inbox' and 'Outbox' in your SAP Business Workplace. Your inbox may display items that have been fully approved and are ready for execution, or ones that have been rejected and need further attention from you.

In your Outbox you will find items that you have submitted to workflow, Personnel Administration actions that you have processed and rejected items that you have canceled.

To access the SAP Business Workplace:

From the Easy Access screen, click the **SAP Business Workplace** button or type 'SBWP' in the command field and press enter.

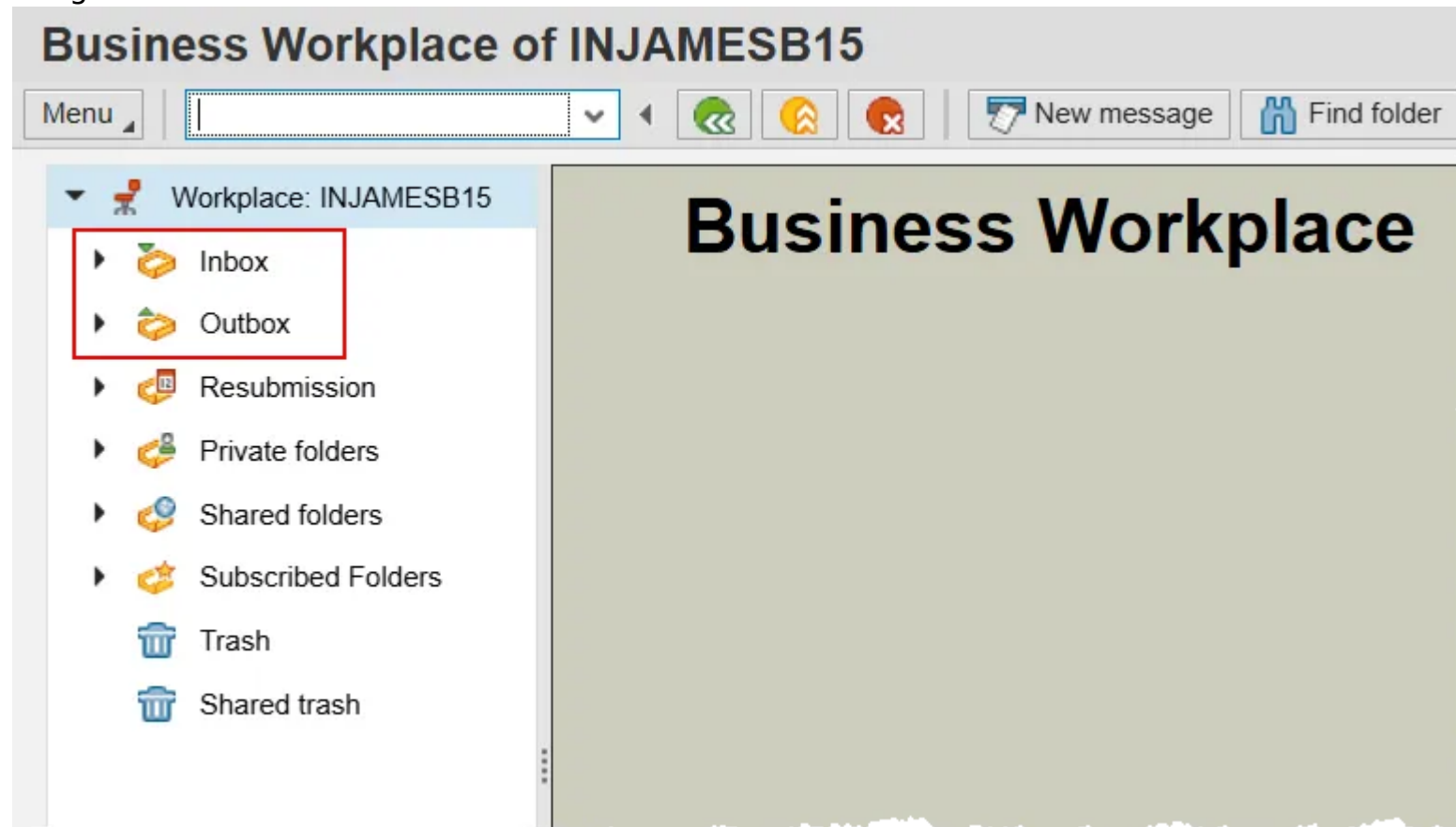
Image



The Business Workplace has several folders on the left-hand side. The State of North Carolina only uses the 'Inbox' and 'Outbox', so the rest can be disregarded. Note that there are little triangles to the left of these folders. We will refer to them as 'nodes'.

A node that is pointing right indicates that the folder is closed. When it is clicked, the node will then point downwards and you will see several sub-items within the Inbox and Outbox.

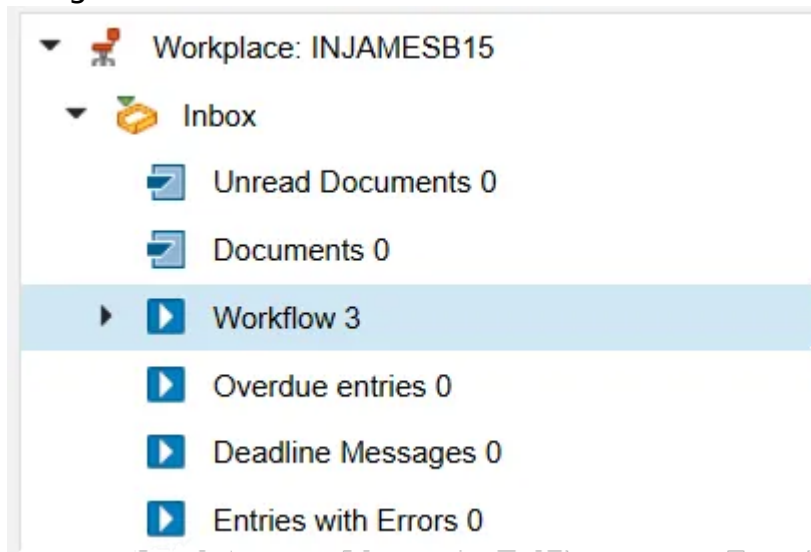
Image



Inbox

To access items that are in your inbox, click the node next to Inbox and then locate the **Workflow** entry. There will be a number next to this entry which indicates the number of items awaiting attention.

Image



Click on the word **Workflow** to display the items in the inbox. There are three categories of items that you will see:

- Approved PA actions
- Rejected PA actions
- Rejected OM actions

You will not see any approved OM actions, because once BEST Shared Services approves an OM request as the last step, the Workflow process is complete.

Image

Approved Items

Alternatively, there may be a need to cancel an approved item. If so, single click to select it and then click the 'Other functions' button. Choose the 'Reject execution' option. CAUTION! There is no confirmation pop-up. Clicking Reject execution will immediately put the work item into completed status.

Image

Workflow 3

Other functions...

The screenshot shows a workflow management interface titled "Workflow 3". At the top, there is a toolbar with various icons. A red box highlights a specific icon in the toolbar, and a context menu is open over it, listing several actions: "Set to 'Done'", "Reject execution" (highlighted in green), "Change priority", "Send mail", and "Change Work Item Text". Below the toolbar is a table with columns: "Exe...", "Title", "Status", "Creation Date", "Creation ...", "P...", and "Att...". The table contains three rows of data, all of which are rejected items, as indicated by the word "REJECTED" in the title column.

Exe...	Title	Status	Creation Date	Creation ...	P...	Att...
	REJECTED: 4601 - OM Action Position Transfer for Position -		10/22/2025	10:36:10	5	
	4601 Create PA Action - Separation (NC) for Lester Clark01 -		10/22/2025	10:35:43	5	
	4601 REJECTED PA Action - Salary Adjustment (NC) for Anth		10/22/2025	10:34:52	5	

Rejected Items

Rejected items are easily identified by the word **REJECTED** in the title column. You will have three options for these PCRs. But each begins with reviewing the rejection note provided by the approver who sent it back to the initiator.

First, select the rejected item by clicking it. Next, click the **Environment** button and then choose **Display objects in workflow**.

Image

Workflow 3

Environment...

Display objects in workflow

Display workflow relationships

Start workflow

Create link

Exe...	Title	Status	Creation Date	Creation ...	P...	Atta...	Con...	Wor...
✓	REJECTED: 4601 - OM Action Position Transfer for Position - 600837	✓	10/22/2025	10:36:10	5			
✓	4601 Create PA Action - Separation (NC) for Lester Clark01 - PCR: 10	✓	10/22/2025	10:35:43	5		✓	
✓	4601 REJECTED PA Action - Salary Adjustment (NC) for Anthony Rar	✓	10/22/2025	10:34:52	5			

The ensuing pop-up will have links to the Workflow Header (the item with the PCR number in the Object Name column) and the Workflow Tracker. If the approver created their note correctly, then there will also be a link to that note in this pop-up with a title indicating what it is. In the screen shot below, the note is titled **Reason for rejection**. You can double click this item to read the note.

Image

Choose an object (1) ✕

Restrictions

Number	Object	Object Name	
0001	PCR/OM Request Header	PCR -5000002370 - Position:60083761	
0002	OM Control	Workflow Tracker	
0003	Office Document	Reason for rejection	

3 Entries found

Reason for rejection

Created..... FAEARLG15 on 10/22/2025 14:58:07

<date>
<name/initials>

This request is being rejected due to...

If this line item is not there, then you will have to find the note in the **Workflow Tracker**. It will assuredly be there because the system will not move the PCR into the initiator's inbox without it. In this method, double click the **Workflow Tracker** item in the pop-up.

A screen titled **Workflow actions** will appear. Underneath the heading section, scroll down the Routing Table and locate the line item that has **Rejected** in the **Desc** column, where you will also see an **X** in the **Cmnt** column.

Highlight this line by clicking the box on the far left, then click the **Notes** button.

Image

Workflow actions

Menu 

Heading

Request ID: 5000002370 Status: R Rejected Approval Level: IREJ Awaiting Initiator Resubmission

Action: 113 Position Transfer

Agency: 4601 Natural and Cultural Resources Position: 60083761 Carpenter II

Creator: 80001157 James Bass15 Org Unit: 20010259 CR CDS Museum of Art Division

Seq	Role	Mand	Ptype	Atype	Agent ID	Name / Description	Act	Desc	Cmnt	Actual	Name	ACT DATE	ACT TIME	CR DATE	CR TIME	PCRNO	AGEN	DIV	
100	FA1	X	A	P	80001075	Earl Gutierrez13	O	N/A				10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	^
100	FA1	X	A	P	80001076	Earl Gutierrez14	O	N/A				10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	
100	FA1	X	A	P	80001077	Earl Gutierrez15	R	Rejected	X	80001077	Earl Gutierrez15	10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	
100	FA1	X	A	P	80001078	Earl Gutierrez16	O	N/A				10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	
100	FA1	X	A	P	80001079	Earl Gutierrez17	O	N/A				10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	
100	FA1	X	A	P	80001080	Earl Gutierrez18	O	N/A				10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	
100	FA1	X	A	P	80001081	Earl Gutierrez19	O	N/A				10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	
100	FA1	X	A	P	80001082	Earl Gutierrez20	O	N/A				10/22/2025	10:36:09	10/22/2025	10:30:35	5000002370	4601	000000	
200	AA1	X	A	P	80000023	Priscilla Branco							00:00:00		00:00:00	5000002370	4601	000000	
200	AA1	X	A	P	10000113	NO USERID							00:00:00		00:00:00	5000002370	4601	000000	
200	AA1	X	A	P	80001043	Carolyn Bracy01							00:00:00		00:00:00	5000002370	4601	000000	
200	AA1	X	A	P	80001044	Carolyn Bracy02							00:00:00		00:00:00	5000002370	4601	000000	v

 Notes



Approver Comments

Menu | [Dropdown] | [Save] [Back] [Forward] [Cancel]

Comments

[Icons: Scissors, Document, Document with Arrow, People, People with Plus, Document with Arrow, Document with Arrow]

<date>
<name/initials>
This request is being rejected due to...

SAP | E1T (805) | oschr-t1map01

After reading the note, you will need to determine if the request should be canceled or changed and resubmitted.

Double click the rejected work item to access the **Decision Step in Workflow** screen. There will be three options to choose from. If the request should be canceled, click the **Cancel Action** button. If it can be corrected and resubmitted for consideration, click the **Change and Resubmit** button (see note below). The third option, **Cancel and keep work item in inbox**, will defer the decision until later. Choosing this option will return you to your Inbox without any action having been taken on the PCR.

Image

Decision Step in Workflow

Menu

Workflow

Create

Import

REJECTED: 4601 - OM Action Position Transfer for Position - 60083761 PCR: 5000002370

Choose one of the following alternatives

Cancel OM Action

Change and Resubmit

Cancel and keep work item in inbox

Note: If you choose the Change and Resubmit option, the PCR will open and be editable. Change the data as appropriate, then save. Click the **Complete workflow item** button on the bottom of the pop-up and your request will be put back into Workflow.

Outbox

To access items that are in your outbox, click the node next to Outbox and then select either the **Started workflows** or **Work items executed by me** entry. The first of these will display any items that you have sent for review. The second will display any PA actions that you have processed. Both will show the applicable items from the last 30 days by default.

Image

Business Workplace of INJAMESB15

Menu New message Find folder Find document Appointment

Workplace: INJAMESB15

- Inbox
- Outbox
 - Documents
 - Started workflows**
 - Work items executed by me
 - Forwarded work items
- Resubmission

Started workflows (Since 09/23/2025)

Wor...	Work item type	Title
	(Sub)workfl...	4601 PA Action Approval WF for Anthony Ramirez03 - PCR: 1000005749
	(Sub)workfl...	4601 PA Action Approval WF for Lester Clark01 - PCR: 1000005748
	(Sub)workfl...	4601 - OM Action - Position 60083761 - PCR: 5000002370
	(Sub)workfl...	1401 PA Action Approval WF for Robert Swift - PCR: 1000005747
	(Sub)workfl...	1401 PA Action Approval WF for Brett Walsh - PCR: 1000005746

If you would like to view the track of your request in the Workflow process, you can use the Workflow Tracker and/or the Workflow log. The help documents below cover how to open and use these useful tools.

- [Workflow Tracker](#)
- [Workflow Log](#)

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